

BASSINGHAM SURGERY

20 Torgate Lane, Bassingham, Lincoln LN5 9HF

JOB DESCRIPTION

Apprentice - Administration/Reception

The main responsibility will be to assist the administration team ensuring processes run smoothly. The role requires teamwork and being able to use your initiative.

Main duties will include:

- To ensure that all incoming and internal patient correspondence is stored on/in the patients' medical records and relevant information is coded
- Offer general assistance to the practice team and project a positive and friendly image to patients and other visitors, either in person or via the telephone
- Receive, assist and direct patients in accessing the appropriate service or healthcare professional in a courteous, efficient and effective way
- Undertake a variety of administrative duties to assist in the smooth running of the practice, including the provision of secretarial and clerical support to clinical staff and other members of the practice team
- Facilitate effective communication between patients, members of the primary health care team, secondary care and other associated healthcare agencies
- Post room duties
- Tea making
- Inputting and extracting information from internal systems
- Working with MS packages for mailshots/mergers etc
- Ensuring confidentiality and data protection is observed at all times

Desired Skills

- Good Time management
- Good IT skills
- Organised
- Good keyboard skills
- Accurate work essential
- Ability to work confidentially
- Smart professional appearance
- Good attention to detail
- Able to comply with Data protection regulations and sensitive data.

Personal qualities

- Self-motivated
- Reliable
- Confident with meeting and speaking with new people and conversing with ease
- Genuine interest in healthcare

Desired qualifications

GCSE Grades A -C or equivalent are essential, specifically Maths and English.

2017 Grading System - grade 9 - grade 4